

Serial Number: 09/511,256

Amendments to Drawing Figures

Figures 1 through 4C, 6, 7, 7-1, and 7-4 have been redrawn to fit within the required top and left margins and replacement sheets are enclosed therefor.

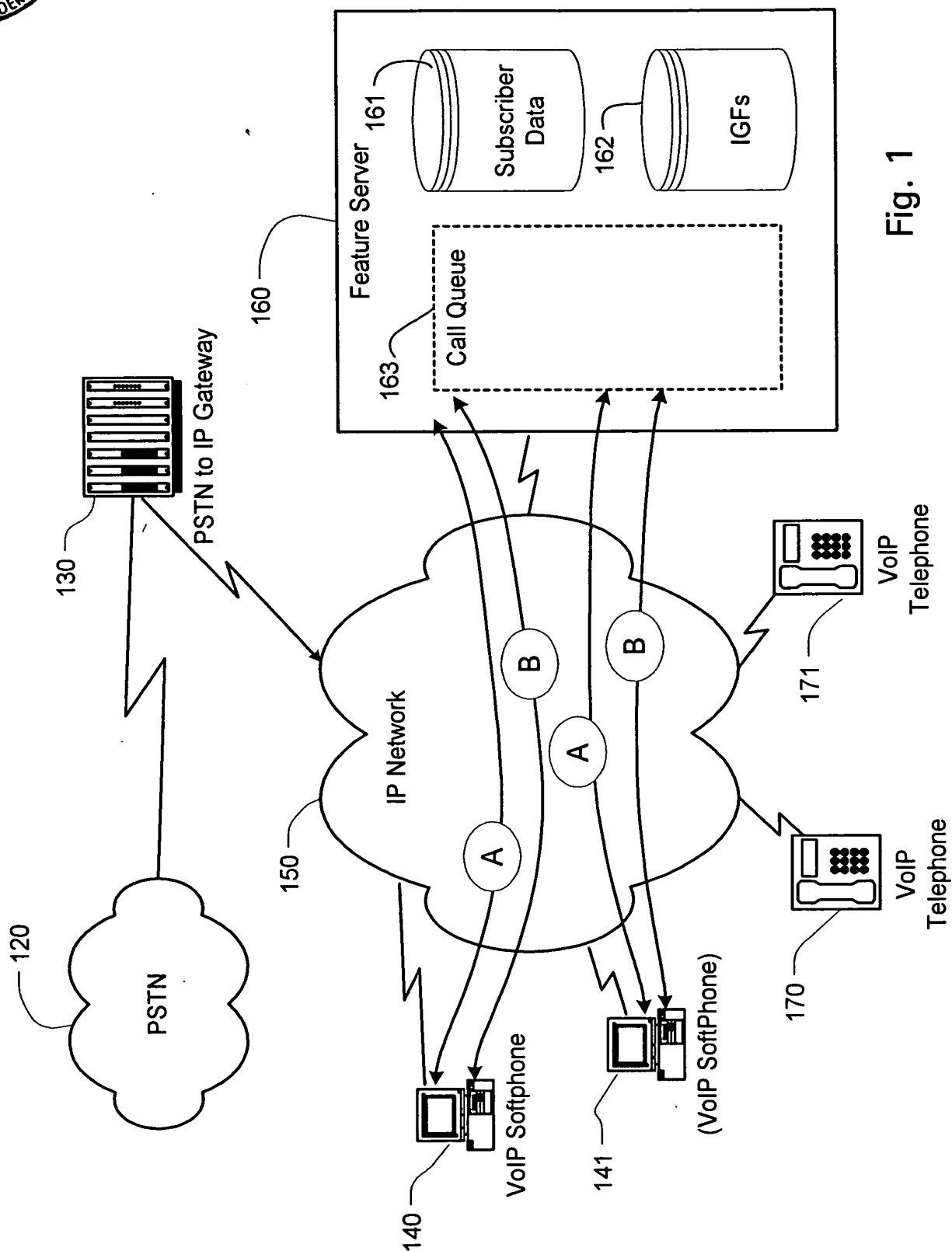


Fig. 1

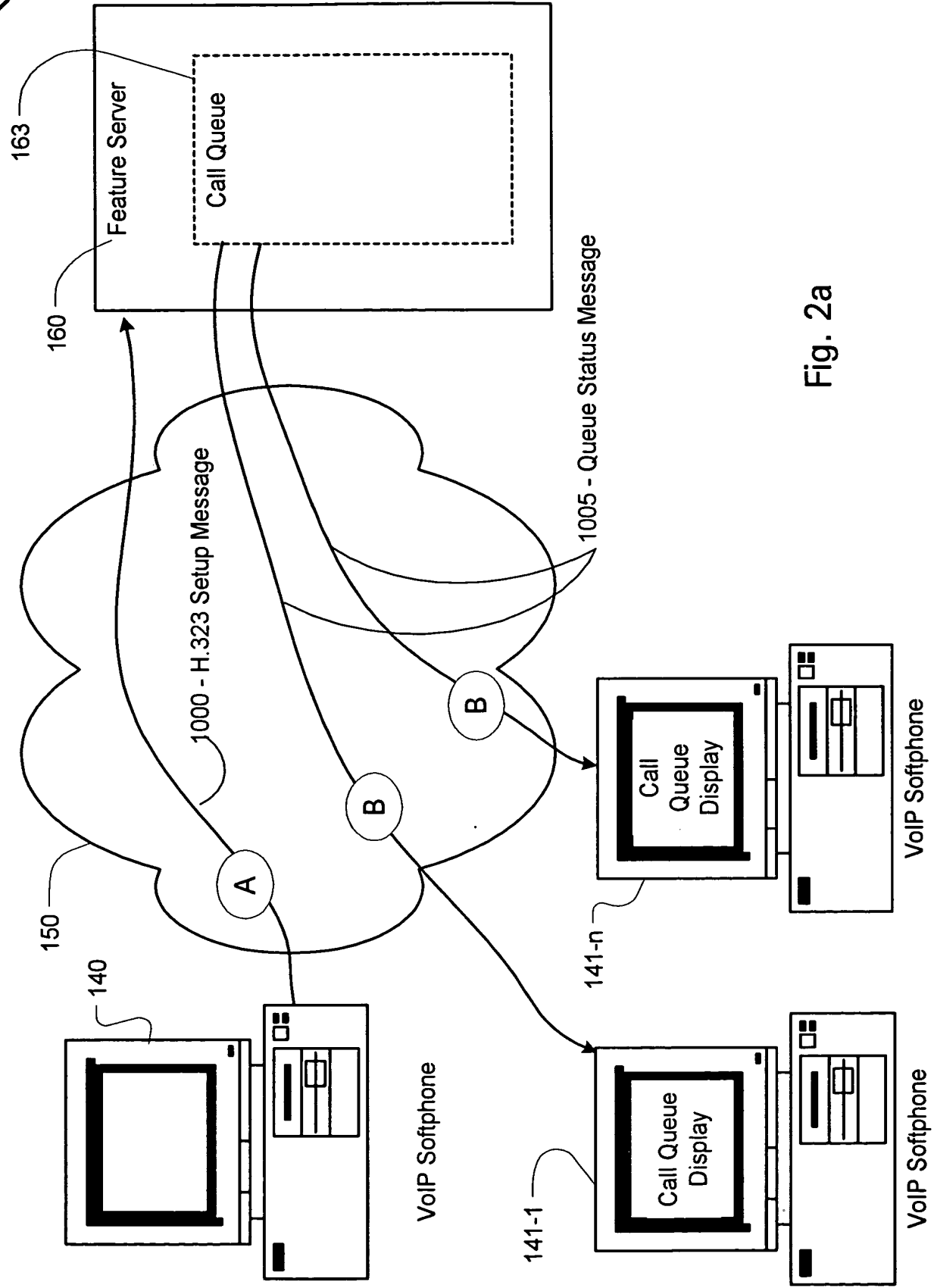


Fig. 2a

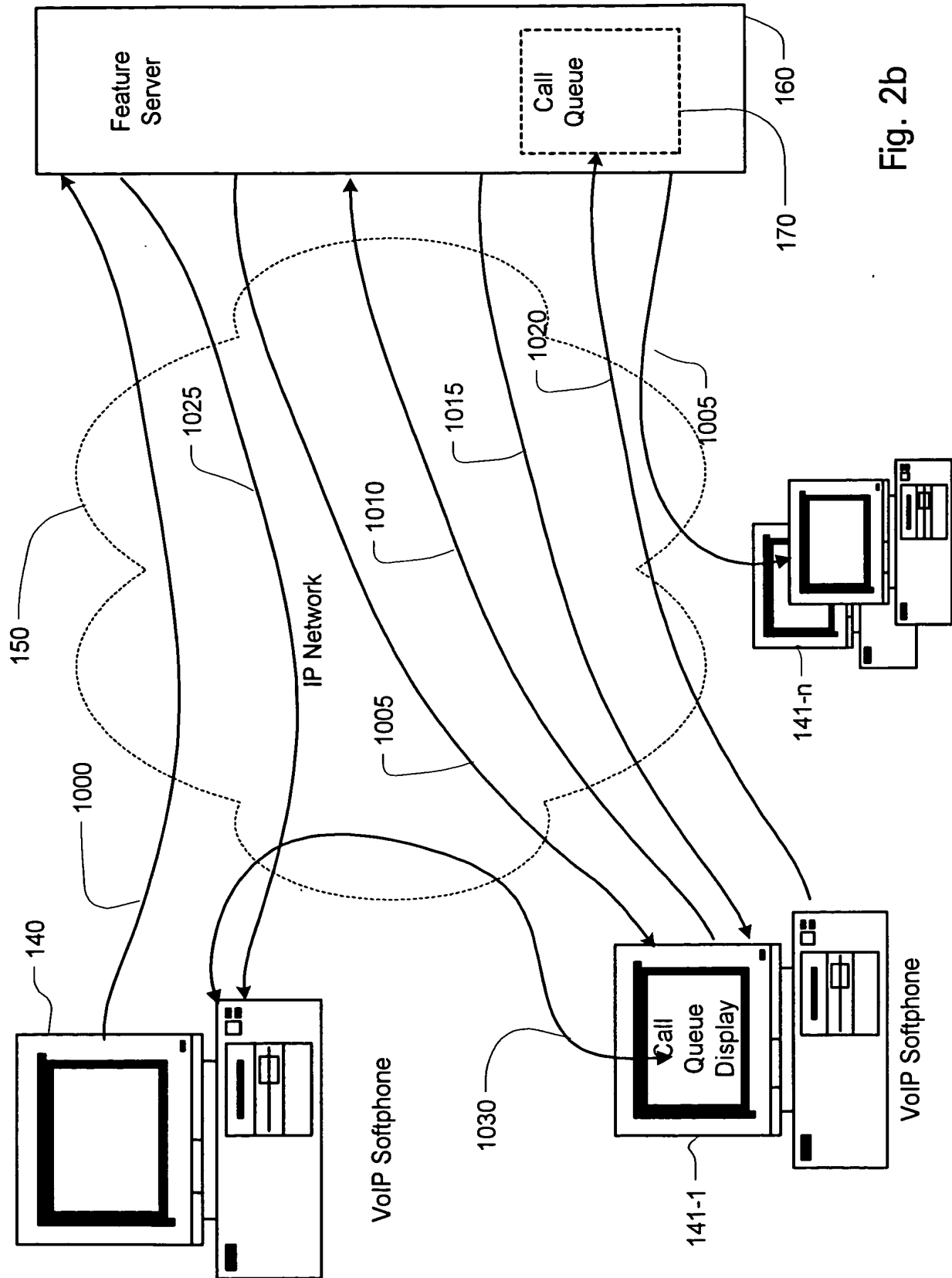


Fig. 2b

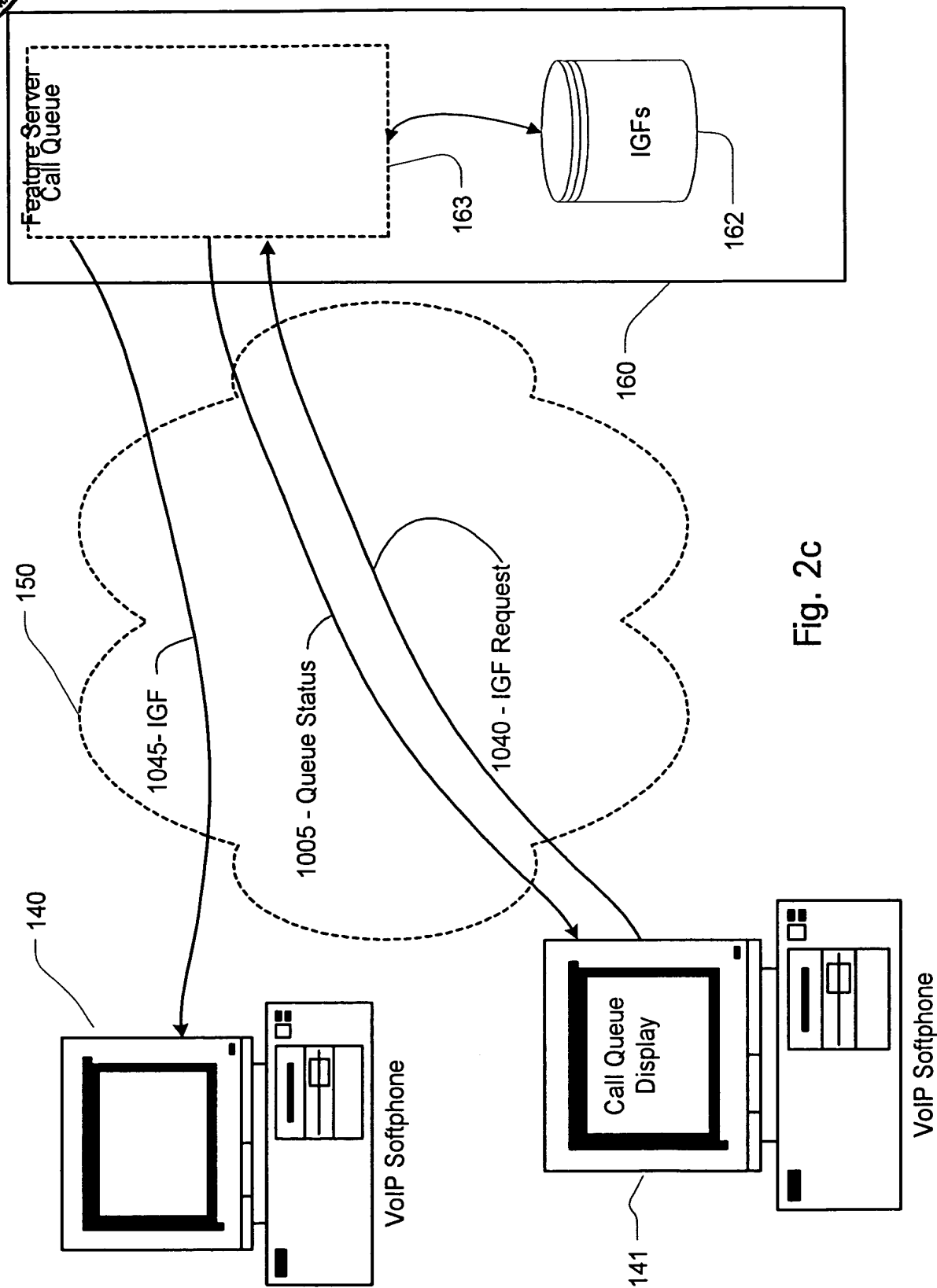


Fig. 2c

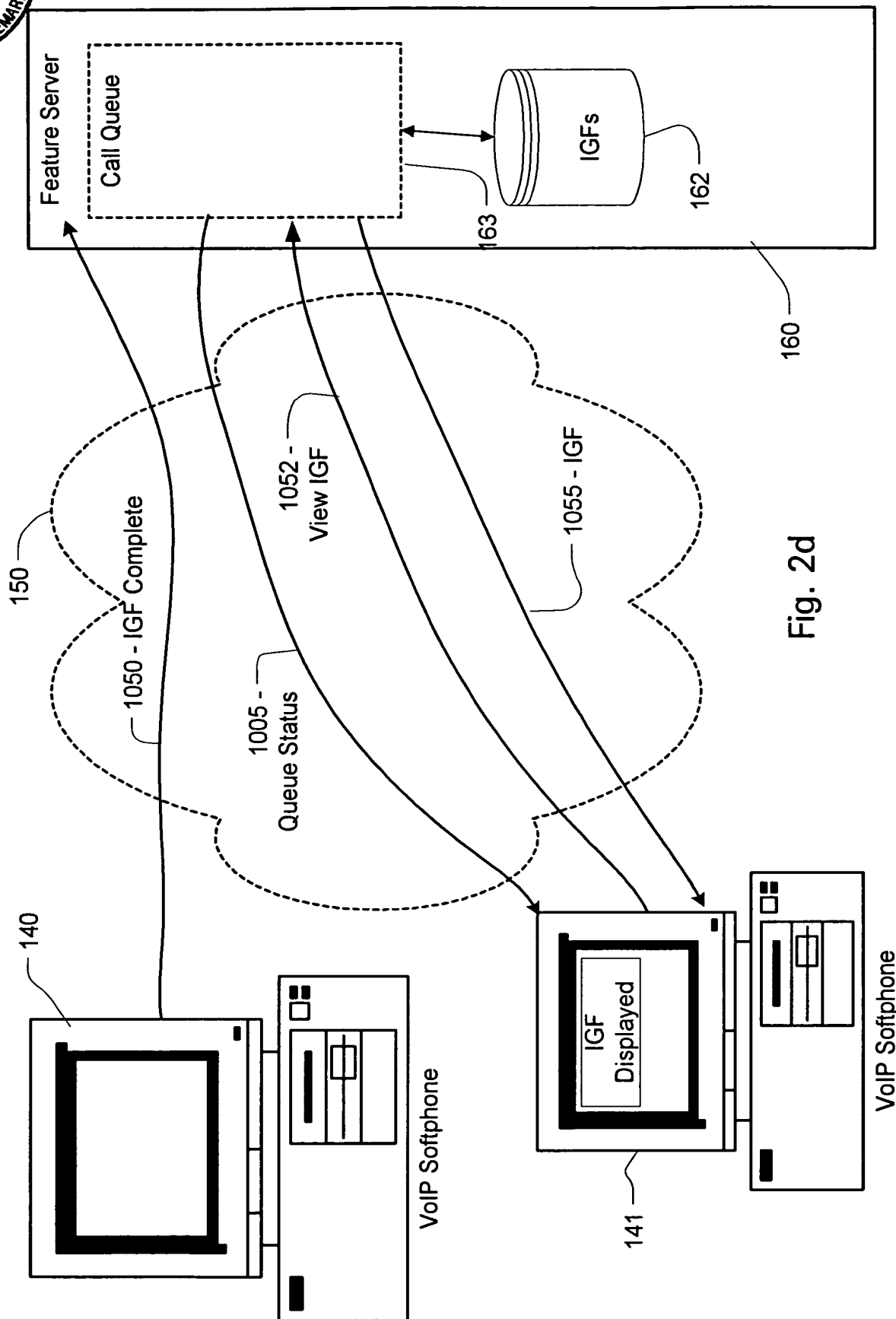
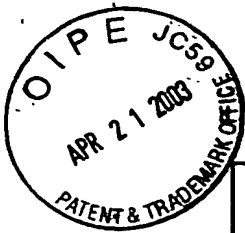


Fig. 2d

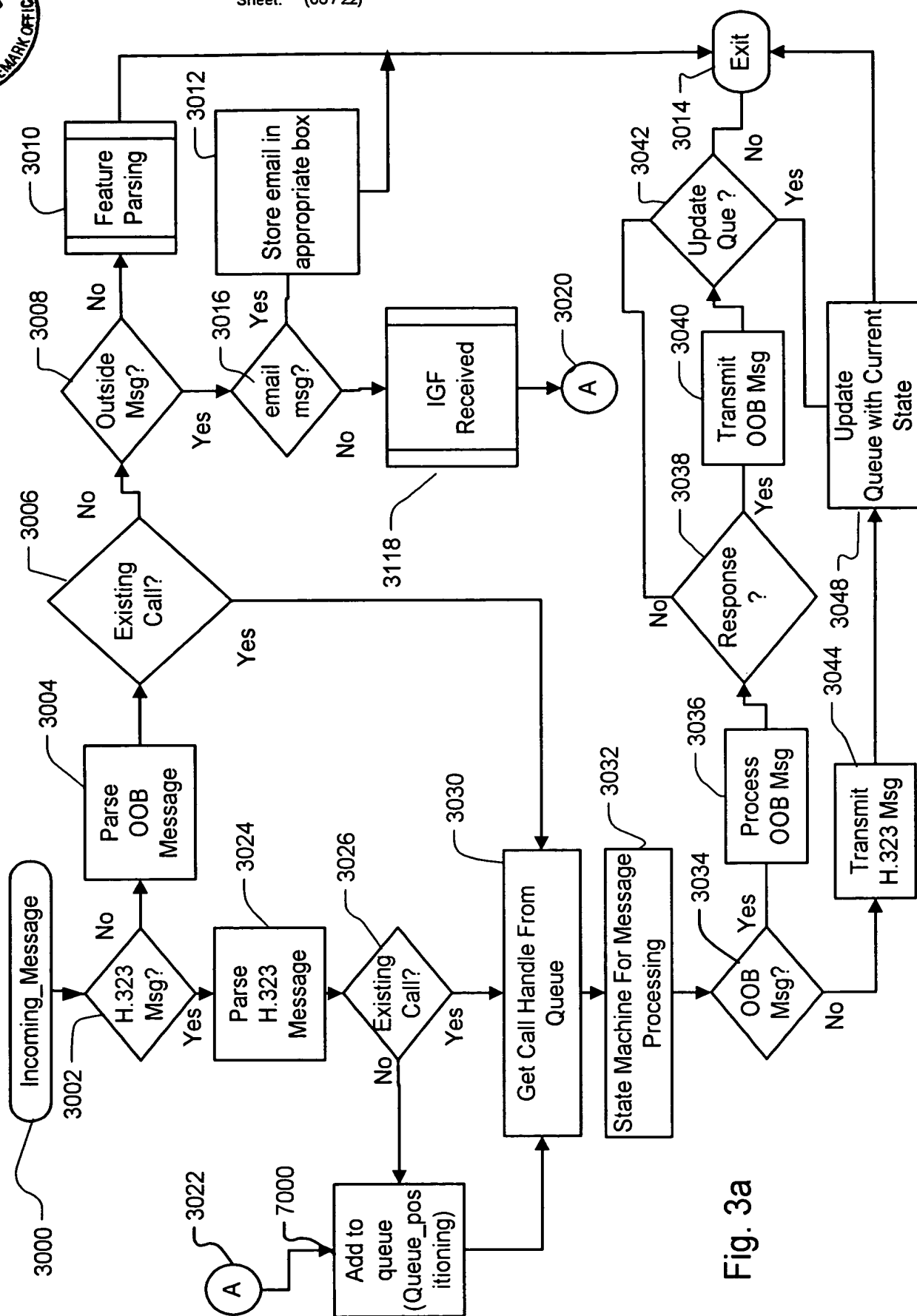


Fig. 3a

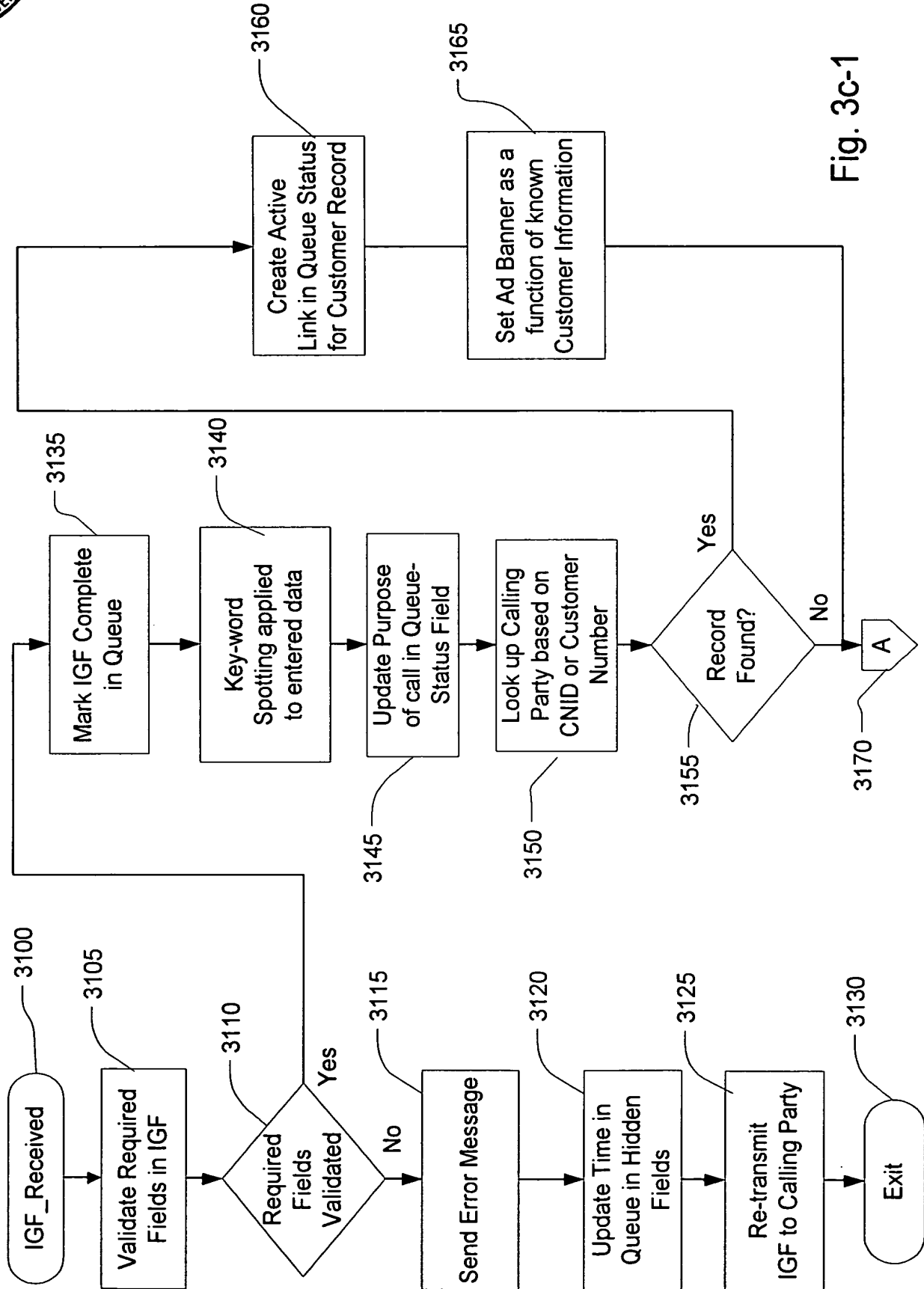


Fig. 3c-1

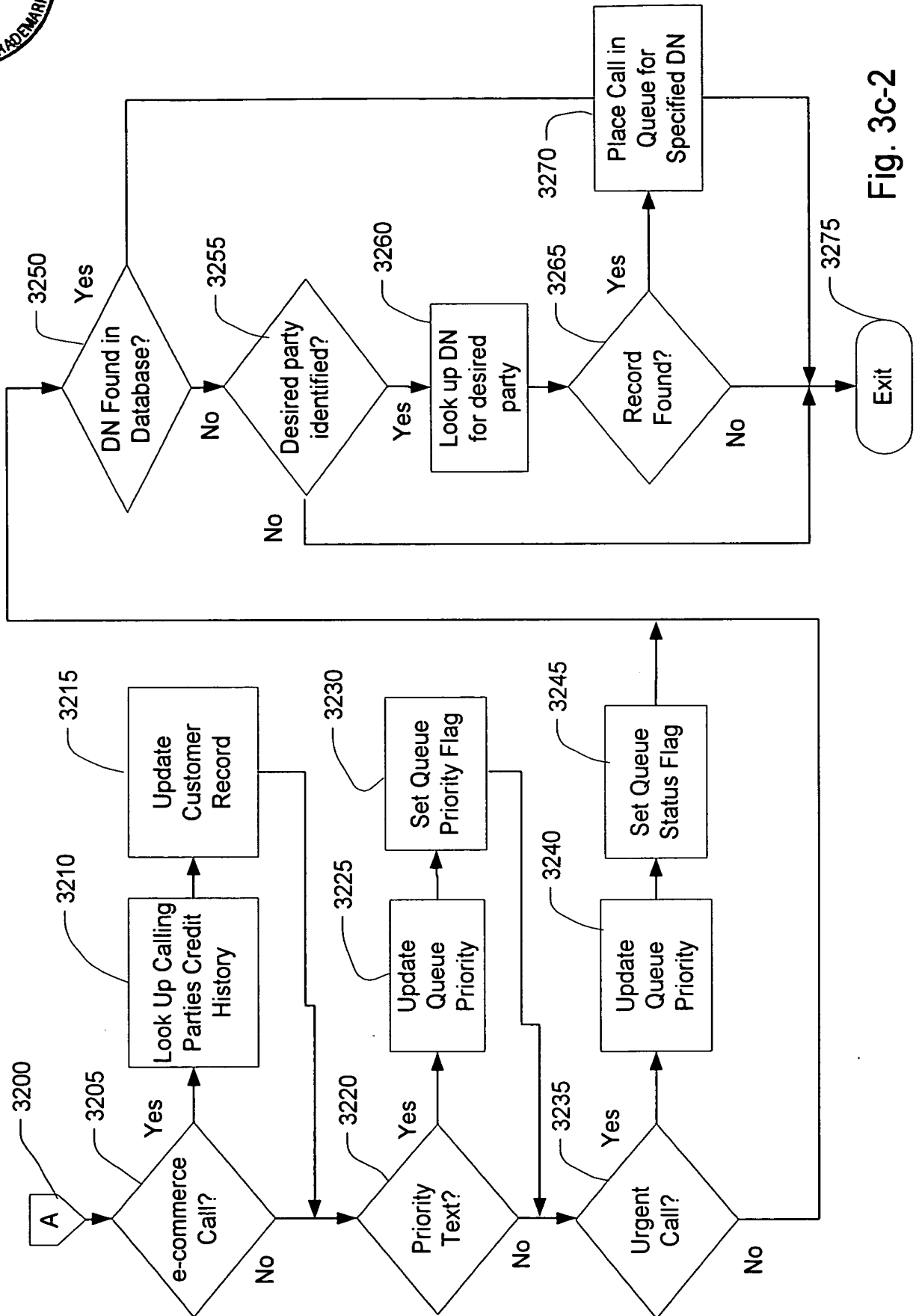
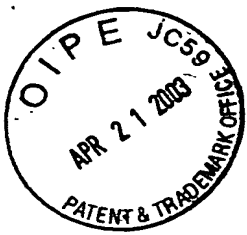


Fig. 3c-2



4000		4010		4020		4030		4040		4050		4060		4070		4080	
Time-Date of Call	Caller-ID Name-Number	Return Caller	Queue Position	IGF Status	Time in Queue	Called Party or DN	Purpose of Call	Urgent or Priority									
13:05:06 12-25-99	Sidney 555-820-1994	Y	1	Complete	00:01:23	(Main Number)	Cust. Service	P									
13:08:02 12-25-99	Natasha 555-234-7654	N	3	00:03:02	00:03:23	Buster	Unknown										
13:06:00 12-25-99	Fred 555-743-8254	N	2	Complete	00:01:03	Kyle	Order Entry										

Fig. 4a Call Queue Screen



5010

Called Subscriber Requests More Information

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call?
(Type text or graphic,
drop text_graphic file,
or voice message
here)

5040

Submit

Cancel

Work Offline

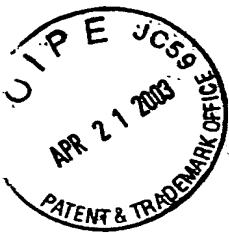
Call Me Back

5050

5060

5070

Fig. 5a



5095
Called Subscriber Requests More Information
5010
x

5090
\$Multimedia_Banner_Object

5020
Enter Name: \$Name
Enter Phone Number: \$Phone_Number
(or drop vCard here) \$vCard_Structure

5030
Purpose of call? (Type text or graphic, drop
text_graphic file, voice message or other multimedia
input here) \$Input_multimedia_object

5080
☐ Check here for urgent call \$Urgent_flag

5040
Submit

Cancel

Work Offline

Call Me Back

5050

5060

5070

Fig. 5b



5010

Called Subscriber Requests More Information

5090

Hidden Time in Queue Data

5020

Enter Name:
Enter Phone Number:
(or drop vCard here)

5030

Purpose of call? (Type text or graphic,
drop text_graphic file, voice message
or other multimedia input here)

5080

☐ Check here for urgent call

5100

Call me Back

e-mail Submit

Reconnect

Cancel

5110

5120

5130

Fig. 5c

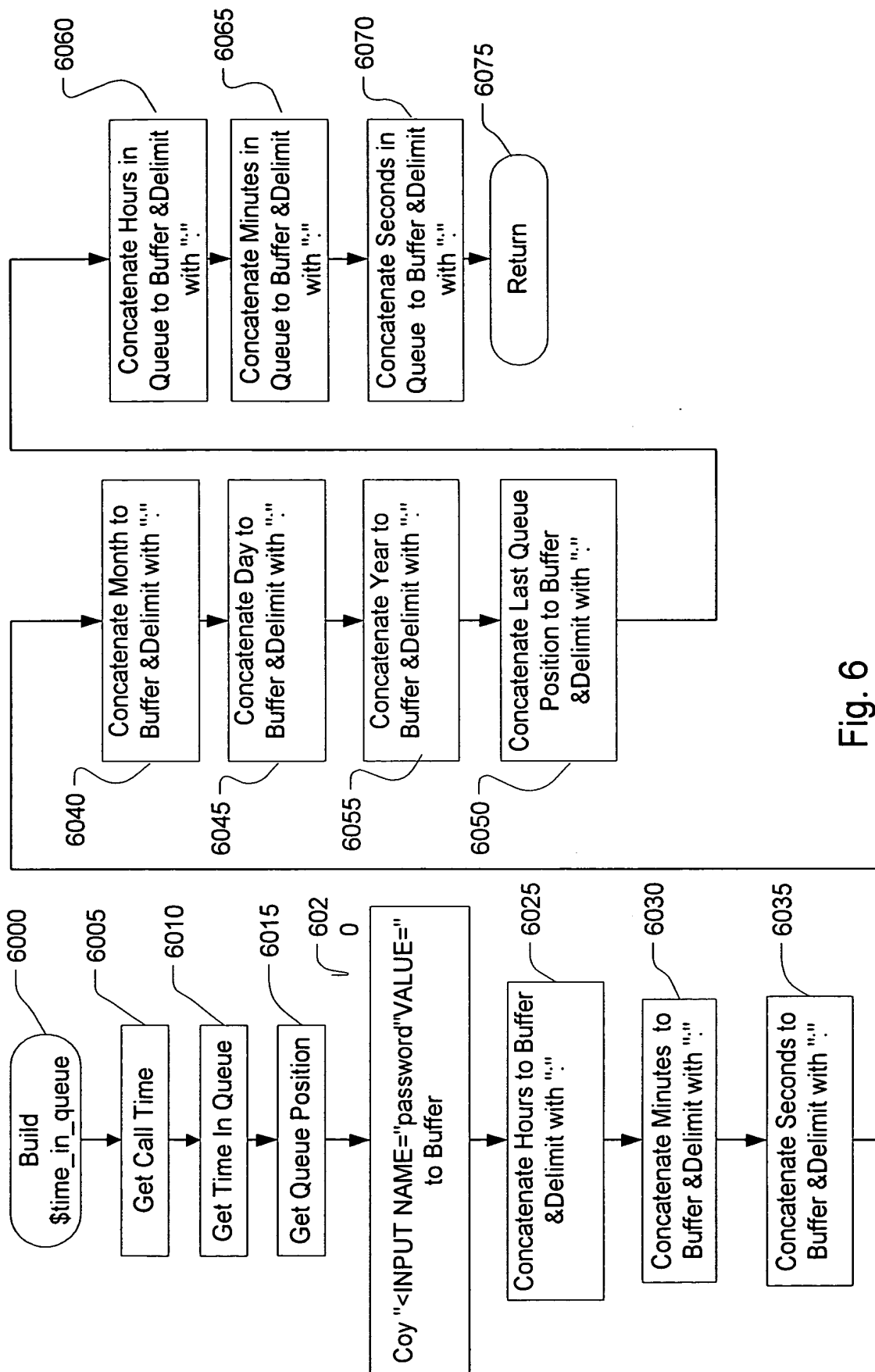
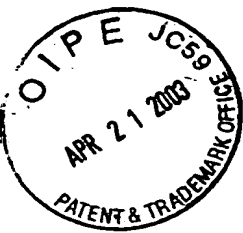


Fig. 6

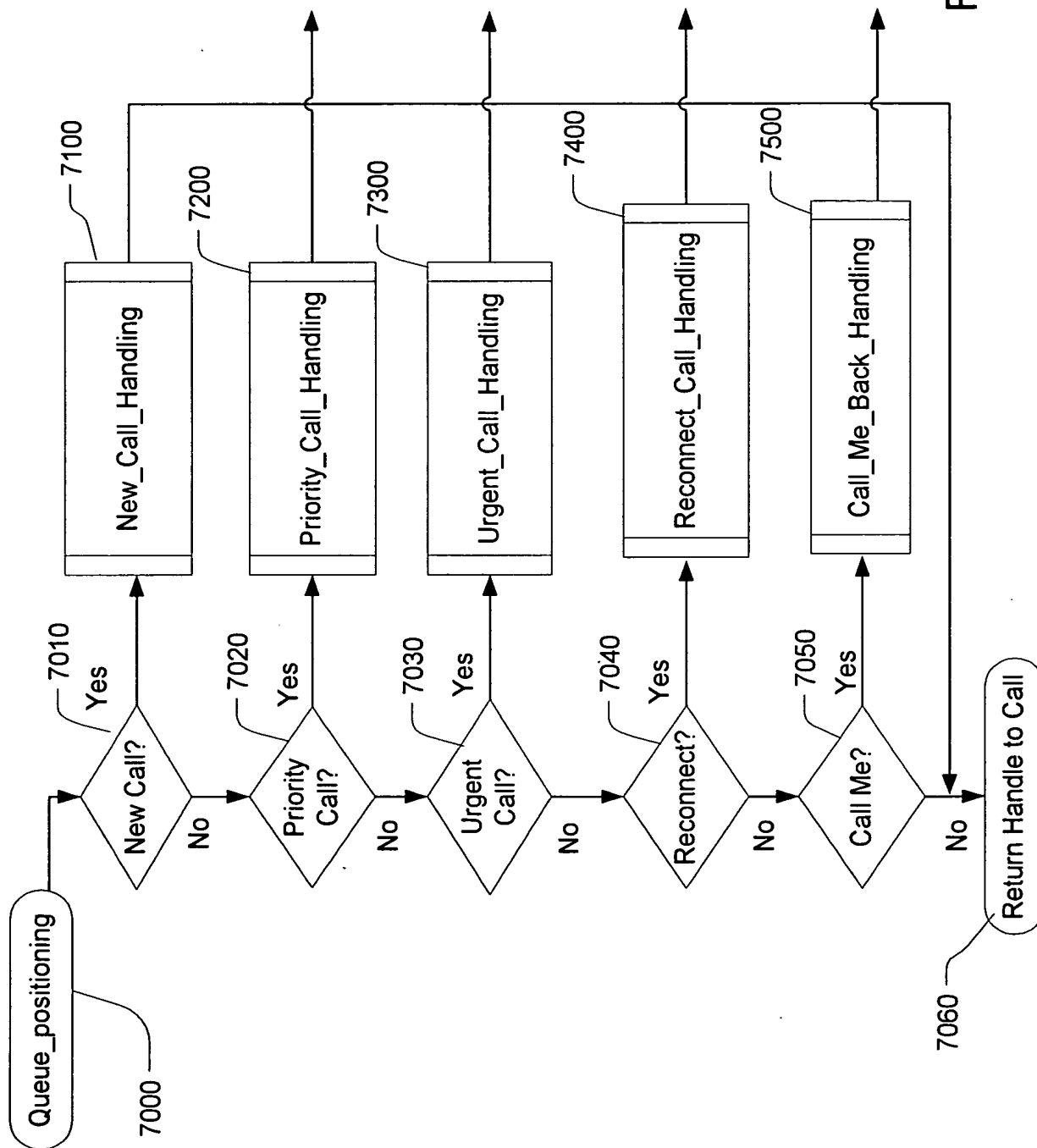
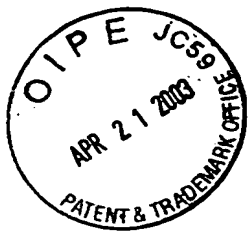


Fig. 7

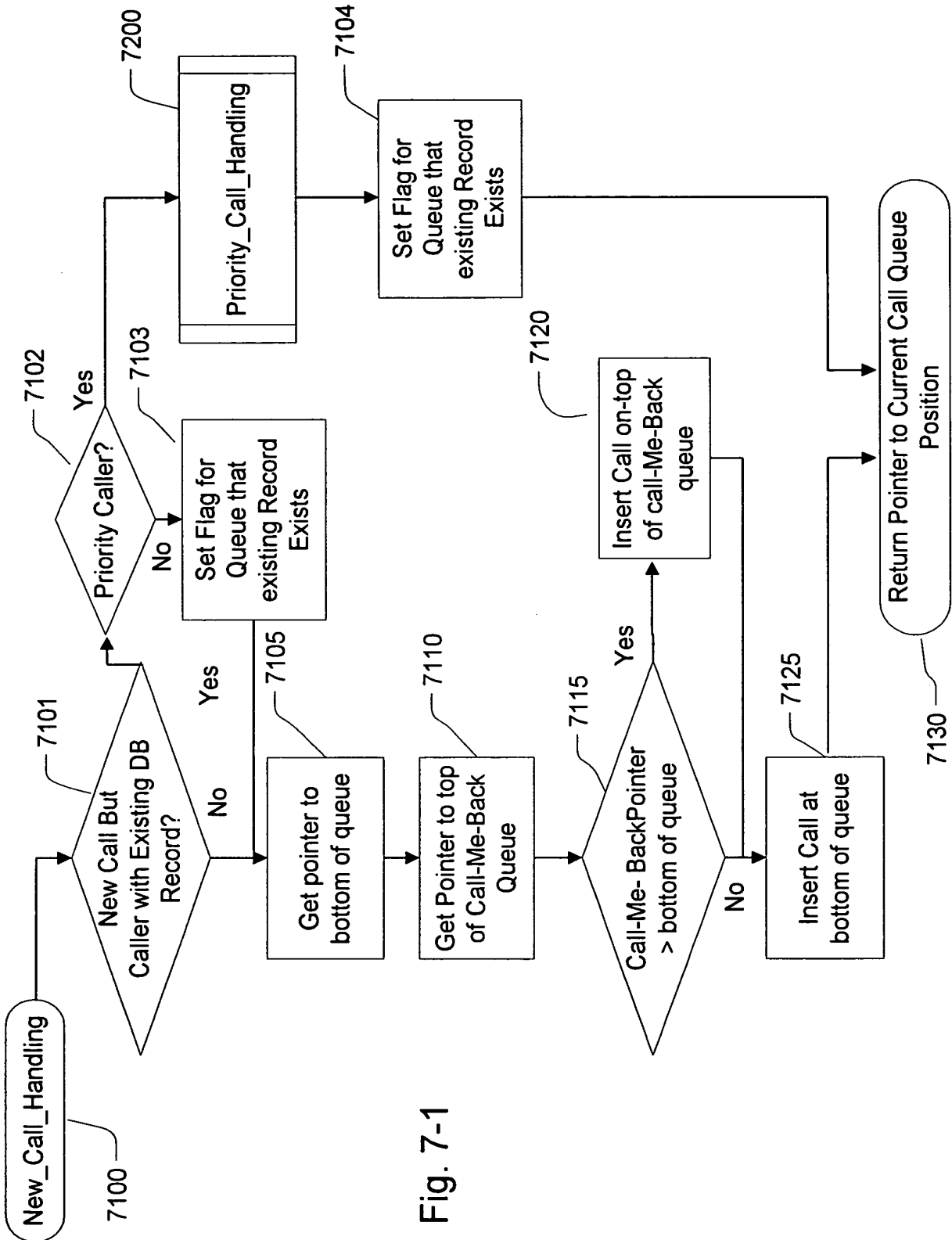
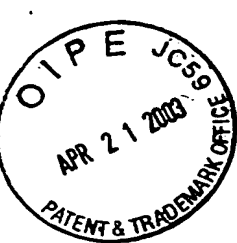


Fig. 7-1

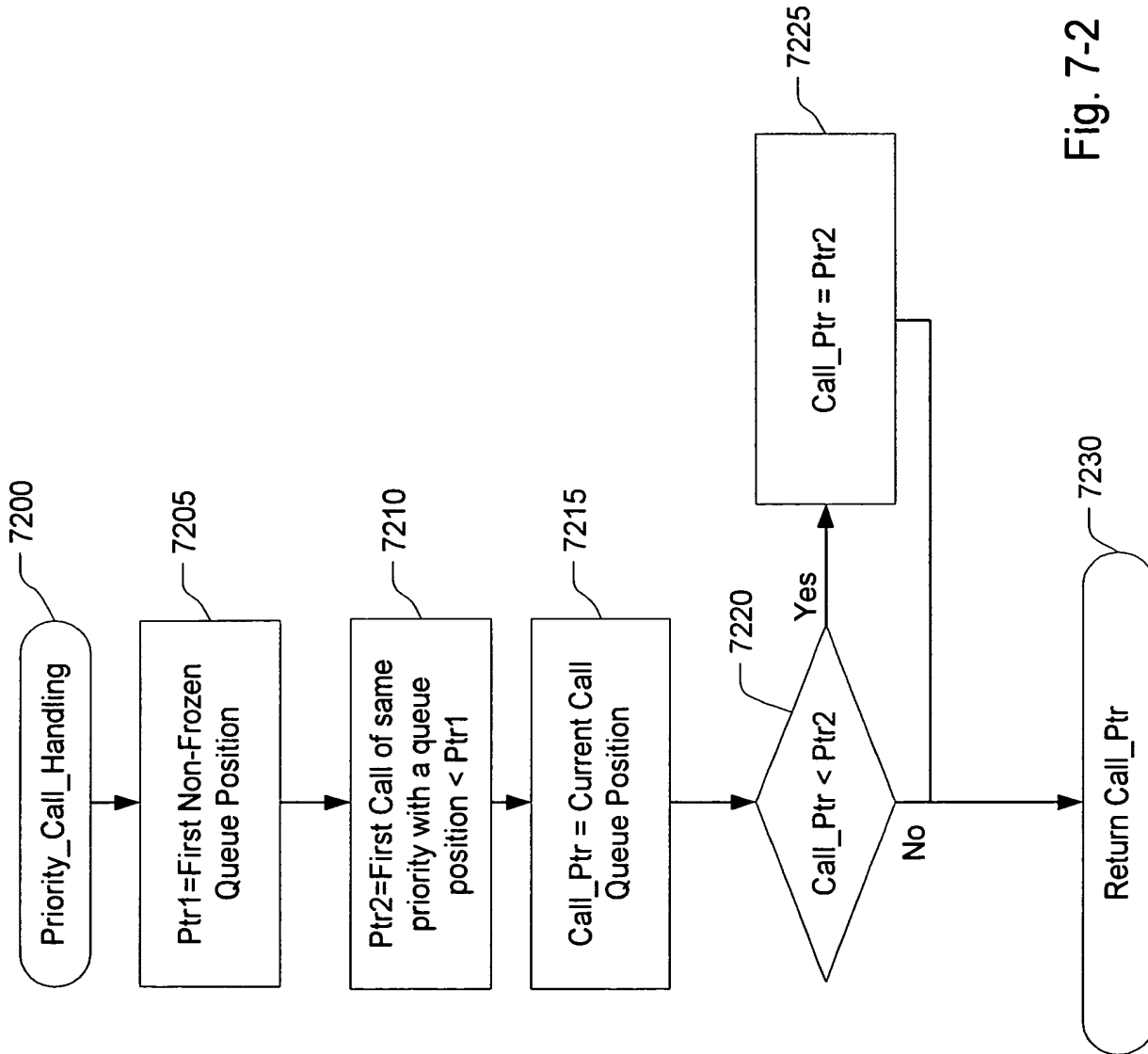


Fig. 7-2

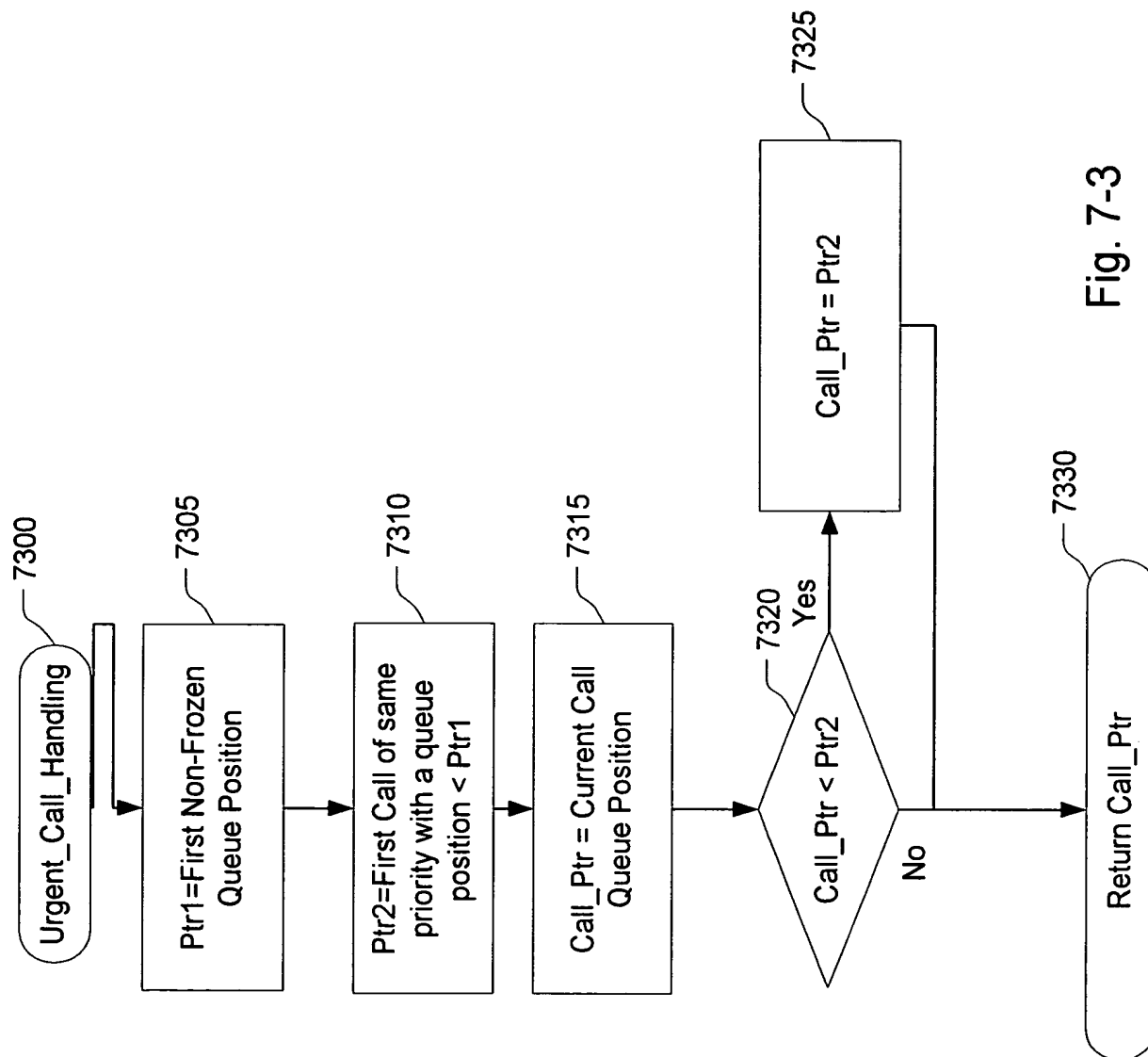
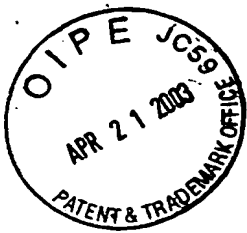


Fig. 7-3

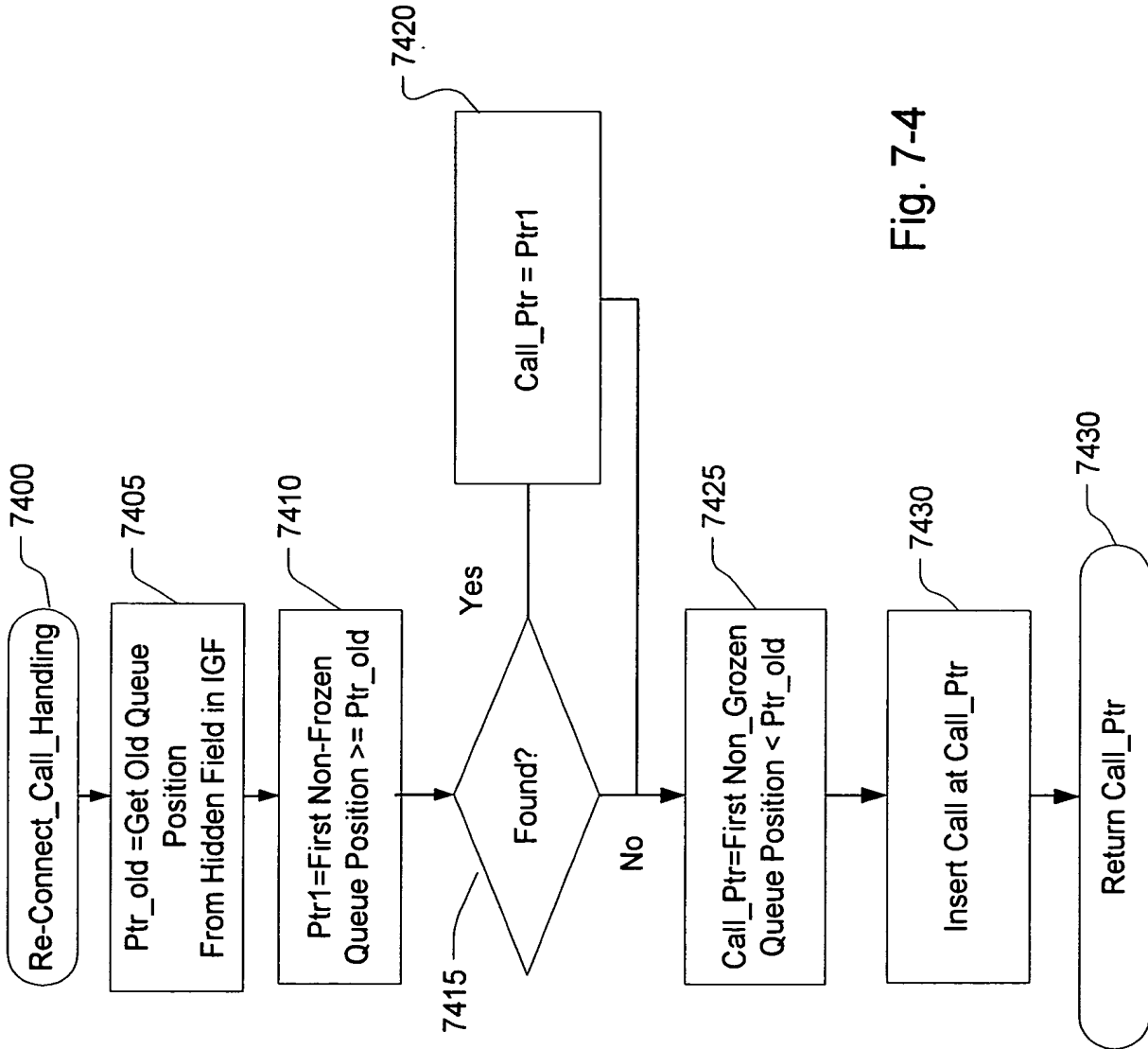


Fig. 7-4

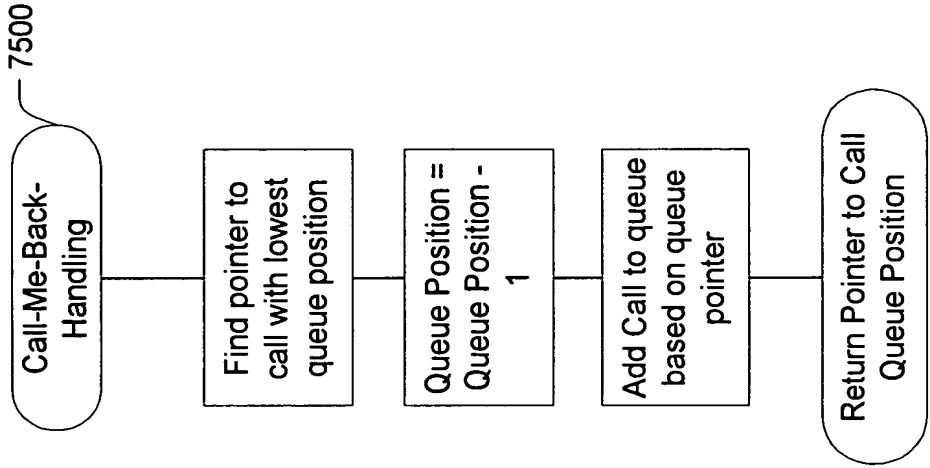
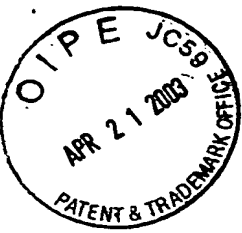


Fig. 7-5

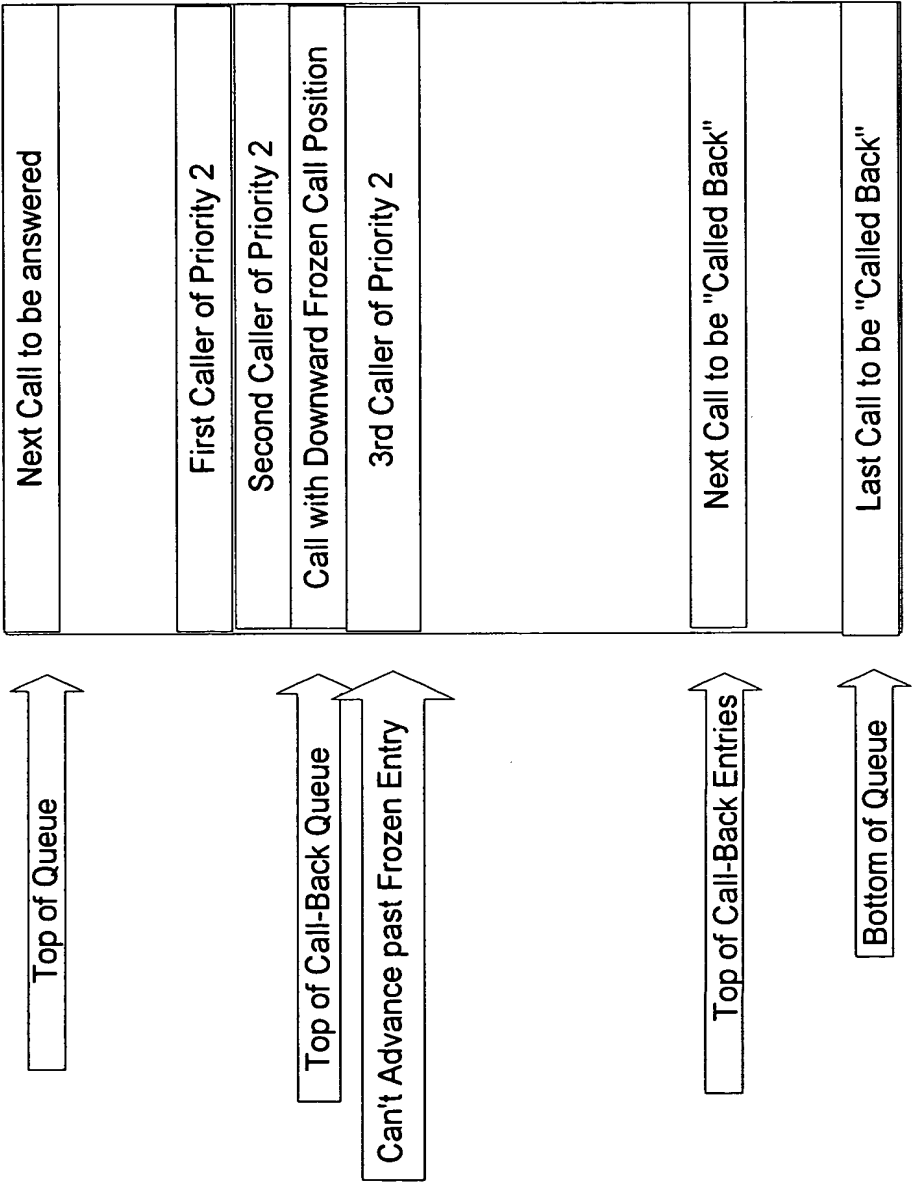


Fig. 7-6

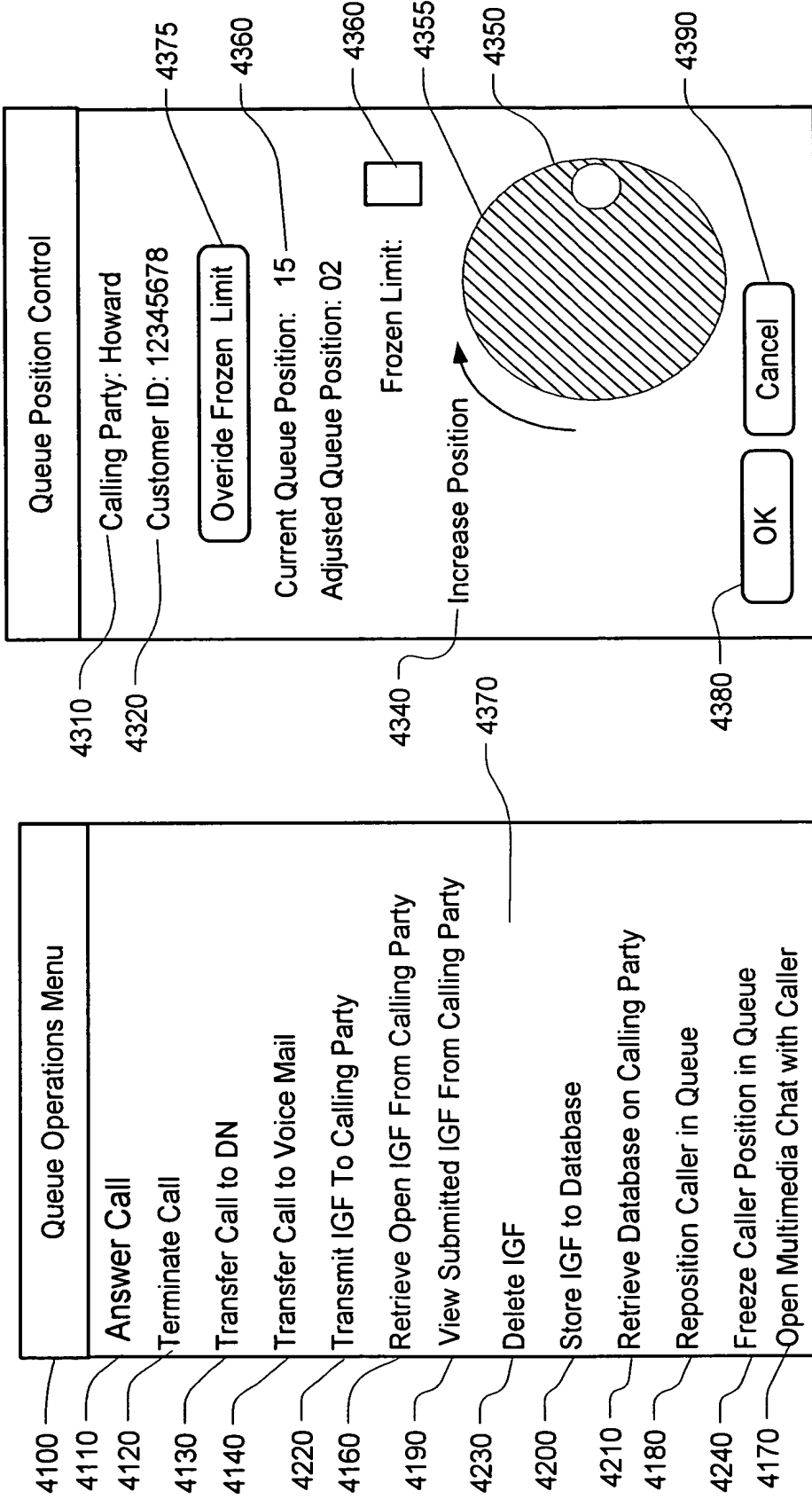


Fig. 4c

Fig. 4b